

Flyer to be posted in all public buses and facilities

Van Buren Public Transit Procedure to File a Complaint Under the Americans with Disabilities Act (ADA)

If you believe you, or another person has been discriminated against under Title II and III of the American Disability Act of 1990 by Van Buren Public Transit or one of our employees, you can file a complaint by mail, fax, or email to:

Van Buren Public Transit ADA Coordinator
610 David Walton Drive, Bangor MI, 49013
Fax: (269) 427-5062
Email: SchlippL@vanburencountymi.gov

Take the first step: Before filing your complaint, you may contact the Van Buren Public Transit ADA Coordinator to discuss your concerns. The Coordinator can look into the issue and try to come up with an acceptable resolution to the situation. If you would like additional information you may contact Van Buren Public Transit's ADA Coordinator Laurie Schlipp at (269) 427-7377.

You can file a complaint against Van Buren Public Transit using the following procedures:

File a written complaint with the VBPT ADA Coordinator as soon as possible, but no later than 60 calendar days after the alleged violation.

- The written complaint should be submitted by the grievant and/or designee.
- Alternative means of filing complaints – such as a personal interview or a tape recording – will be made available on request for people with disabilities.
- The written complaint should contain information about the alleged discrimination such as name, address, phone number of complainant and the location, date, and description of the problem as well as all individuals involved. The ADA Discrimination Complaint Form is available by request or on our website <http://www.vanburencountymi.gov/551/Public-Transit>
- Within 15 calendar days after receiving the complaint, a Van Buren Public Transit official will meet with the complainant to discuss the complaint and possible resolutions.
- Within 15 calendar days of the meeting, the Van Buren Public Transit ADA Coordinator will respond in writing or by other appropriate accessible format. The response will explain the position of the Van Buren Public Transit and offer options for substantive resolution of the complaint.
- If the response by the Van Buren Public Transit ADA Coordinator does not resolve the issue, the complainant and/or designee may appeal the decision within 15 calendar days after receiving the response to the Federal Transit Administration Office for Civil Rights.
- All written documents in the process will be retained by the VBPT for at least 1 year.

Alternative formats and language translations for this document are available on request.